



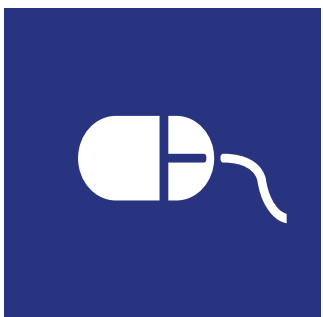
For more information contact us



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learning at**

civilservice.gov.uk/learning



Civil Service Learning - our pick of the best

We are often asked what our most highly recommended learning products are. So we've pulled them together for you in this leaflet – our best learning across a range of useful topics.

Just log on to Civil Service Learning and use the search box to find the relevant learning:

civilservice.gov.uk/learning



Essential skills

Communicating with customers

Develop your communication skills in writing, on the phone and in person (for AA-SEO)



Free

Good complaint handling

Handle complaints positively and effectively



Free

Drafting complex documents

Plan and co-ordinate clear, well-structured documents – 1 day



£97

Working with ministers - a practical handbook on advising, briefing & drafting

Work successfully with ministers



Free

Government priorities

Managing contractors

Get to grips with the principles of managing suppliers – 1 day



£272

Running small projects

Effectively lead and deliver smaller projects – 1 day



£157

Unconscious bias

Practice techniques to overcome bias and be more inclusive – half day



£79

Internet tools for civil servants

Use internet tools to develop your digital skills and productivity



Free

Economics for policy advisors

Understand the economic impact of your policy area (for grades 6&7) - 3 days



£808

Leadership and management

Communicating with confidence – managers' toolkit

Improve your confidence when engaging with colleagues



Free

Change leaders

Inspire and engage others when leading change (for **grades 6&7** to **SCS**) – 1 day



£289

Constructive conversations

Address performance issues positively and successfully (for EO to SEO) – 1 day



£146

Neuroscience of leadership - masterclass

Get the most from your brain to perform at your best (for grade 7 to SCS) – 1 day



£162

Leading with impact

Leadership development programme for SEOs – 5 days over 4 months



£1,693

Leading with purpose

Leadership development programme for grades 6&7 – 9 days over 9 months



£3,215

